

LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH – PLANNING DIVISION CULTURAL COMPETENCY COMMITTEE MEETING

Date: April 13, 2011

Present: Veronica Aguilar, Ilda Aharonian, Staci Atkins, Lupe Ayala, Ana Beltran Bortolussi, Josh Cornell, Haydeh Fakhrabadi, Meri Ghazaryan, Kia Hayes, Monika Johnson, Martin Jones, Naga Kasarabada, Gladys Lee, Tomas Martinez, Sandra Chang-Ptasinski, Ruby Quintana, James Randall, Lisha Singleton, Patricia Lopez-White, Sunny Yu

Absent: Anahid Assatourian, Kelli Blanchfield, Alysa Bray, Marlyn Campbell, Norma Cano, Leah Carroll, Susan Crimin, Claudia Fierro, Janet Fleishman, Kimberly Floyd, Keren Goldberg, Sylvia Guerrero, Diane Guillory, Adrienne Hament, Lisa Harvey, Ann Lee, Rose Lopez, Alex Medina, Kumar Menon, Seth Meyers, Anna Perne, Emilia Ramos, Michelle Rittel, Kimber Salvaggio, Krista Scholton, John Sheehe, Kimberly Spears, Karen Sprague, Melody Taylor, Kari Thompson, Albert Thompson, Jessica Wilkins, Leticia Ximenez

| Agenda Items | Comments/Discussion/Recommendations/Conclusions |
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| Welcome & Introductions | Attendee introductions |
| Review of Minutes | March 9, 2011 minutes reviewed, approved and seconded with correction. |
| Visit from POE Division District Chief | <p>Gladys Lee:</p> <ul style="list-style-type: none"> As the Ethnic Services Manager, Gladys represents two different committees. The first committee that she represents is the Social Justice Advisory Committee (SJAC). The mission of the SJAC is to ensure that services are culturally relevant. SJAC has been working on stakeholder process because there have been many complaints. Therefore, the SJAC has developed essential ingredients to a successful stakeholder process grounded in integrity which include: knowledge and outreach to community, demonstrate cultural humility, educate to goals and process, ensure two-way communication, respect lived experience, and earn trust by demonstrating accountability. The next committee that Gladys belongs to is the Ethnic Services Committee. The ESC and SJAC committees of the California Mental Health Directors Association (CMHDA) share a |

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| | <p>common purpose in supporting and assisting CMHDA in decision and policy making that aims to reduce disparities and improve outcomes in service access and care across diverse populations. The ESC and SJAC recommend the following principles be considered when programs/services are facing budget reductions: minimize client impact, sustain investments made to reduce disparities, protect against disproportionate cuts, maximize and leverage remaining resources and integrate with other systems that promote wellness, continue to develop culturally inclusive strategies, identify costly expenditures/services, protect bilingual and cultural knowledge positions, and preserve client-operated programs and client and family designated staff.</p> |
| CCC Goals | <ul style="list-style-type: none"> • The discussion last month was for team members to consider how to take the Cultural Competency Plan on the road and how to use this plan to further reduce disparity among ethnic populations. Team members discussed ideas and opinions. • Potential CCC goals for 2011 included: <ul style="list-style-type: none"> ➤ CCC members to play an active role in reviewing the LAC-DMH forms once these have been translated into the threshold languages. CCC involvement to include identifying staff, consumers, and community members to proofread the translated forms. ➤ Take the CCC strategies and continue to work these areas as goals for this year. ➤ Support EQRO ➤ Support "CC: Did You Know" E-news column. ➤ Work with UREP leadership group to find out lessons learned by the UREP subcommittees and advocate for multi-racial awareness, recognition, and inclusion. ➤ Work with ACCESS Center, QI, and CC Unit on face to face interpreter services. |
| EQRO | <ul style="list-style-type: none"> • In preparation for EQRO, Sandra shared a list of ten strategies or goals that the Cultural Competency Committee has been active in the last fiscal year. These strategies include: <ul style="list-style-type: none"> ➤ Increase the CCC's role in enhancing cultural diversity within LAC-DMH ➤ Participate in targeted planning and implementation of services at the county ➤ Develop cultural competency policy(ies) and procedure(s) to guide cultural competency projects and practices ➤ Increase the systemwide knowledge of LAC-DMH cultural competency policies as well as relevant State and Federal regulations ➤ Serve as advisory group for the completion and implementation of the LAC-DMH CCPR as well as Medi-Cal System Review and CAEQRO audit ➤ Identify LAC-DMH forms and other key written documents to be translated into the threshold languages ➤ Gather and review data on racial, ethnic and cultural populations currently served and |

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| | <ul style="list-style-type: none"> ➤ seeking to receive LAC-DMH services ➤ Collaborate with the Training Division regarding cultural competency trainings ➤ Collaborate with the Quality Improvement and Quality Assurance Divisions ➤ Maintain close communication and consultation with the Ethnic Services Manager. <p>The team was asked to categorize each strategy under Quality, Access, Timeliness, or Outcomes. After reviewing each strategy, the team came to a decision and categorized each strategy under the four key components.</p> <ul style="list-style-type: none"> • Sandra informed the team that the translation of the LAC-DMH forms that were identified by the Cultural Competency Committee last year is one of the CC Unit goals this year. Quality Assurance has approved six out of the nine forms to be translated, which include <ul style="list-style-type: none"> ➤ Consent for Services ➤ Outpatient Medication Review ➤ LAC-DMH Advance Health Care Directive ➤ Caregiver's Authorization Affidavit ➤ Consent to Photography/Audio Record ➤ Consent for Telemental Health Services <p>Three forms still have yet to be approved, which include</p> <ul style="list-style-type: none"> ➤ Consent of Minor ➤ Client Request for Access to Health Information ➤ Authorization for Request or Use/Disclosure of PHI. |
| CC: Did You Know? | <ul style="list-style-type: none"> • As discussed in previous meetings, the Cultural Competency Committee has a goal to complete one E-news entry every quarter. Therefore, the team discussed topics for the next E-news entry for the second quarter. Joshua volunteered to write an entry on Henrietta Lacks, who was the only person that died leaving her cells immortal. She made one of the greatest medical contributions when her cells were taken from a cervical-cancer biopsy and became the first immortal human cell line. Information will be based on the book "The Immortal Life of Henrietta Lacks." The team agreed for Joshua to write the next entry. |
| CC Trainings | Listed on Agenda |
| Next Meeting | <ul style="list-style-type: none"> • Wednesday, May 11, 2011, 1:30pm to 3:30 pm 695 S. Vermont Ave., 15th Floor Glass Conference Room |

Respectfully Submitted,

Sandra C. Pasinski